

Delegated Examining Unit  
VA Greater Los Angeles Healthcare System  
Bldg. 258, Rm. 128  
11301 Wilshire Blvd.  
Los Angeles, Ca. 90073

Announcement No: VA-1-03-1036  
Opening Date: September 15, 2003  
Closing Date: September 26, 2003

**JOB OPPORTUNITY WITH THE DEPARTMENT OF VETERANS AFFAIRS**

**POSITION: 1 Vacancy, PROGRAM SUPPORT ASSISTANT (OA), GS-303-6, (TARGET GS-7)  
PERMANENT**

**AGENCY: VA Palo Alto Health Care System, Palo Alto, California**

**LOCATION: MENLO PARK, CALIFORNIA**

**SALARY: \$31,638 to \$45,706 PER YEAR**

**TOUR OF DUTY: MONDAY – FRIDAY, 8:00 A.M. – 4:30 P.M.**

**Note: Applicant must pass TB test prior to entering on duty.**

**DESCRIPTION OF DUTIES:** Incumbent is assigned to the Education Core of the Mental Illness, Research, Education and Clinical Center (MIRECC); coordinates all administrative aspects related to the Education program of the MIRECC; acts as a liaison between the different sections of the MIRECC; maintain proficiency in the use of a personal computer for preparation of most written documents and the health care systems VISTA system; maintain application of word processing, database management, desktop publishing, and graphic software; modifying databases, creating new databases to track a variety of education programs, converting spreadsheet data into graphics, and charts; receive and screen all incoming and outgoing documents, publications, directives, and correspondence; compose appropriate responses to routine inquiries; schedule appointments and maintain a weekly calendar for the MIRECC Associate Director for Education; coordinate travel arrangements for all Education MIRECC staff; and organize office operations, initiate and coordinate new office procedures or revise established procedures and maintain files.

**QUALIFICATIONS REQUIRED: APPLICANTS MUST SPECIFY A TYPING PROFICIENCY OF AT LEAST 40 WORDS PER MINUTE AND must have one year of specialized experience (equivalent to at least the GS-5 level in the Federal service) using a personal computer for preparation of written documents; maintaining application of word processing, database management, desktop publishing, and graphic software; modifying databases, creating new databases, converting spreadsheet data into graphics, and charts; screening all incoming and outgoing documents, publications, or correspondence; composing appropriate responses to routine inquiries; scheduling appointments and maintaining a weekly calendar; coordinating travel arrangements, organizing office operations, and maintain files.**

**HOW TO APPLY:** Please complete and submit:

***A FULL APPLICATION PACKAGE IS REQUIRED FOR EACH ANNOUNCEMENT FOR WHICH YOU ARE APPLYING***

It remains the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The Veterans Administration assumes no responsibility for the late delivery of applications (i.e., postal service delays, computer system or fax machine is down at the sending or receiving location, etc.)

APPLICATIONS MAILED IN FEDERAL GOVERNMENT FRANKED ENVELOPES WILL NOT BE ACCEPTED FOR EMPLOYMENT CONSIDERATION. **FAXES OR E-MAIL RECEIVED FROM FEDERAL GOVERNMENT AGENCIES WILL NOT BE ACCEPTED.**

1. The Optional Application for Federal employment (OF-612), resume or any other written format. Your application must contain the information stated in the OF-510 pamphlet, *Applying for a Federal Job*. Complete announcements and forms may be obtained on the OPM website,

www.usajobs.opm.gov

2. **Applicants must provide their Social Security Number in order to have their application package accepted.**
3. Provide beginning (month/year) and ending (month/year) dates of employment, and the average number of hours worked per week for each position listed on your application or resume.
4. You must submit a copy of your college transcripts to provide evidence/verification of completed course work when education is required for qualification, or you are applying under an education substitution clause.
5. If you are applying for Veterans preference, submit a copy of your DD-214, if you are applying for 10-point preference submit appropriate proof as stated on the reverse of S-15, dated within the last 12 months.

#### **(VETERANS PREFERENCE)**

- *During the period December 7, 1941 to July 1, 1955.*
  - *For more than 180 consecutive days, any part of which occurred after January 31, 1955, and before October 15, 1976.*
  - *Operation Joint Endeavor in Bosnia from November 20, 1995 to December 20, 1996.*
  - *Operation Joint Guard from December 20, 1996 to: (To Be Determined. The Secretary of each military department must decide which members are eligible).*
  - *During the Gulf War from August 2, 1990 through January 2, 1992 (who is otherwise eligible and who served on active duty during this period regardless of where the person served or for how long). Otherwise eligible means that the person must have been released from the Service under honorable conditions and must have served a minimum of two years on active duty, or if a Reservist, must have served the full period for which called to active duty.*
  - *In a campaign or expedition for which a campaign medal has been authorized, including El Salvador, Grenada, Haiti, Lebanon, Panama, Somalia, Southwest Asia and Bosnia.*
  - *Medal holders and Gulf War veterans who enlisted after September 7, 1980, or entered on active duty on or after October 14, 1982, must have served continuously for 24 months or the full period called or ordered to active duty. The service requirement does not apply to veterans with compensable service-connected disabilities, or to veterans separated for disability in the line of duty, or for hardship.*
6. If you are currently a Department of Veterans Affairs employee who has received a Reduction in Force (RIF) separation notice or a Certificate of Expected Separation you may be entitled to special priority selection under the Department of Veterans Affairs' Agency Career Transition Assistance Program (ACTAP). To receive this priority consideration you must:
- A. Be a current Department of Veterans Affairs career or career-conditional (tenure group I or II) competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES) and the date of the RIF separation has not passed and you are still on the rolls of Department of Veterans Affairs. You must submit a copy of the RIF separation notice or CES along with your application upon request.
  - B. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated.
  - C. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
  - D. Be currently employed by Department of Veterans Affairs in the same commuting area of the position for which you are requesting priority consideration.
  - E. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).

- F. Be rated well qualified for the position. ACTAP candidates attaining an eligibility rating for this position of 80.0 or above (not including veterans preference points) will be considered “well-qualified.”
7. If you are a displaced Federal employee you may be entitled to receive special priority selection under the Interagency Career Transition Program (ICTAP). To receive this priority consideration you must:
- A. Be a displaced Federal employee. The following categories of candidates are considered displaced employees. You **must** submit a copy of the appropriate documentation such as RIF separation letter, letter from OPM or your agency documenting your priority consideration status with your application package.
    - 1. Current or former career or career conditional (tenure group I or II) competitive service employee who:
      - a. Received a RIF separation notice; or
      - b. Separated because of compensable injury, and whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
      - c. Retired with a disability and whose disability annuity has been or is being terminated; or
      - d. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates “Retirement in lieu of RIF”; or
      - e. Retirement under the discontinued service retirement option; or
      - f. Was separated because he/she declined a transfer or function directed reassignment to another commuting area.
    - 2. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of the title 5 United States Code; or
  - B. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have a greater promotion potential than the position from which you were separated.
  - C. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
  - D. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
  - E. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
  - F. Be rated well qualified you must earn the score cut-off of 80.0 (prior to the assignment of veterans preference points) which distinguishes well-qualified candidates from minimally qualified candidates on the rating criteria developed for the position.

**YOUR SCORE WILL BE DETERMINED FROM THE SUPPLEMENTAL INFORMATION YOU PROVIDE. IF YOU DO NOT PROVIDE THIS SUPPLEMENTAL INFORMATION YOU WILL IF BASICALLY ELIGIBLE, BE GIVEN THE MINIMUM SCORE OF 70, PLUS ADDITIONAL POINTS FOR VETERANS PREFERENCE, IF APPROPRIATE.**

ANY INFORMATION NOT SUBMITTED WITH YOUR ORIGINAL APPLICATION WILL NOT BE CONSIDERED. YOU WILL NOT BE ASKED FOR MORE INFORMATION. IF WHAT YOU PROVIDE IS INADEQUATE OR INCOMPLETE, YOU MAY BE FOUND INELIGIBLE OR RECEIVE A MINIMUM SCORE.

8. On a separate attachment(s) describe, in narrative form, your experience/education as it relates directly to each factor listed below:

- I. ABILITY TO PERFORM ADMINISTRATIVE FUNCTIONS & SET PRIORITIES.
- II. ABILITY TO ORGANIZE MEETINGS AND CONFERENCES INCLUDING MAKING TRAVEL ARRANGEMENTS.
- III. ABILITY TO USE OFFICE AUTOMATION EQUIPMENT.
- IV. ABILITY TO REVIEW WRITTEN MATERIAL USING RULES AND REGULATIONS OF CORRESPONDENCE AND GRAMMAR.

9. Submit your application in **ONLY ONE** of the three (3) methods below (IF you submit your application by **MORE THAN ONE** method, you may cause your application to be delayed, and thereby, lose consideration):

a. Mail or hand deliver to:

Delegated Examining Unit (05DEU)  
VA Greater Los Angeles Healthcare System  
11301 Wilshire Boulevard  
Building 258, Room 128  
Los Angeles, CA 90073-1003

b. Fax to: 310-268-4929

c. E-mail: Submit your application by e-mail to: [vajobs.deu@med.va.gov](mailto:vajobs.deu@med.va.gov). Type “**APPLICATION – (first name, last name)- announcement number**” in the subject line. For example: APPLICATION – John Doe – VA-1-03-1036. Prepare your application or resume and the Knowledge, Skills and Abilities statement, in the body text of the e-mail message or prepare a word processing document (MS Word 97 is preferred) and submit the document as an attachment to the e-mail. Only required supporting documents (veteran’s preference, DD-214, college transcripts, etc.), if not scanned and attached to the e-mail, must be faxed to the address above by the **closing date** of the announcement, or mailed to arrive at the address above by the **closing date** of the announcement, which is **4:00 p.m.** Pacific Standard or Daylight Savings Time. **(All supporting documents MUST show your name, Social Security number, and the announcement # for which you are applying)**  
***PLEASE NOTE: OUR SYSTEM CANNOT ACCESS ON-LINE RESUMES FILED WITH O.P.M. OR OTHER FEDERAL AGENCIES***

For additional information and application forms please call the Delegated Examining Unit: **310-268-4150**.

**OTHER INFORMATION:** Standing registers (lists of eligibles) will not be established as a result of this job opportunity announcement. Applicants will be notified if they have been referred for job consideration or sent a letter of ineligibility if they are found ineligible. No other position will be filled from this source.

**APPLICATIONS MUST BE RECEIVED IN THIS OFFICE BY CLOSE OF BUSINESS (4 P.M., PST, PDT) ON SEPTEMBER 26, 2003 TO BE ACCEPTED FOR CONSIDERATION**

**UNITED STATES CITIZENSHIP IS REQUIRED  
THE FEDERAL GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER**